



Detroit Water and Sewerage Department Meeting Minutes - Final Customer Service Committee

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Wednesday, October 3, 2018

1:30 PM

5th Floor Board Room, Water Board Building

Customer Service Committee

1. CALL TO ORDER

Chair Blackmon called the meeting to order at 2:13 p.m.

2. ROLL CALL

Present: 3 - Chairperson Mary Blackmon, Commissioner Jane Garcia and
Commissioner Jonathan Kinloch

Absent: 1 - Commissioner John Henry Davis

3. APPROVAL OF AGENDA

Chair Blackmon requested approval of the agenda.

A motion was made by Jane Garcia, seconded by Jonathan Kinloch that the agenda be approved. The motion carried by a unanimous vote.

4. APPROVAL OF MINUTES

Chair Blackmon requested approval of the minutes of September 5, 2018.

A motion was made by Jonathan Kinloch, seconded by Jane Garcia that the minutes be approved. The motion carried by a unanimous vote.

5. PUBLIC PARTICIPATION

There was none.

6. COMMUNICATIONS

There was none.

7. UNFINISHED BUSINESS

New Service Administrative Policy (18-0095) Anticipate-Fall 2018

This item will be addressed at the formal session of the BOWC on October 17, 2018.

8. NEW BUSINESS

A. [18-0224](#) Customer Service Metrics

Sponsors: Gabon

Attachments: [CS Metrics](#)

This Communication or Report was received and filed.

B. [18-0237](#) Service Interruption Report

Sponsors: Financial Services

Attachments: [18-0237 Service Interruption As of Sep 2018](#)

This Communication or Report was received and filed.

C. [18-0228](#) Integrated Marketing Campaign Update

Sponsors: Public Affairs

Attachments: [Marketing Presentation](#)

This Communication or Report was received and filed.

**D. Customer Service Planning Calendar (17-0127)
 - New website review**

This item was deferred until the next meeting.

E. Detroit Health Department - Dr. Suzanne White, Chief Medical Advisor**[18-0235](#) Hepatitis A Outbreak in SE Michigan**

Attachments: [Hep A Presentation](#)

This Communication or Report was received and filed.

9. OTHER MATTERS

There was none.

10. NEXT MEETING

November 7, 2018

11. ADJOURNMENT

Chair Blackmon requested a motion to adjourn.

A motion was made by Commissioner Jane Garcia, seconded by Commissioner Jonathan Kinloch that the meeting be adjourned. The motion carried by a

unanimous vote.

There being no further business, the meeting adjourned at 3:32 p.m.